

Provider Portal Talking Points for Subsidy Partners

September 11, 2017

Provider Portal Benefits for Providers:

- ⇒ Easy online access to vouchers and attendance rosters
- ⇒ Online update capability for provider information (for example, private-pay rate)
- ⇒ Less paper, no swiping, no POS machine
- ⇒ No individual county contracts (Once enrolled, Providers can serve children in any county in North Carolina)
- ⇒ Payments deposited directly into a checking or savings account

Actions for Providers of Subsidized Child Care Assistance

Since 2016, we have been working to implement the NC FAST Provider Portal for Subsidized Child Care Assistance. In Spring 2017, the schedule to roll out the final Provider Portal functions, vouchers and attendance, was shifted. This set of updated talking points for Subsidy Partners will provide a brief overview of the actions providers should have completed to date, discuss the shifted implementation schedule and remaining action items for providers, and inform Subsidy Partners how they can help with provider outreach. For additional informational materials, please visit the DCDEE website's NC FAST page: http://ncchildcare.nc.gov/general/mb_NCFast.asp.

Provider Actions to Date

To date, providers should have completed these actions:

- Obtain an NCID and communicate it to the county in which your facility is located
 - ◇ This job aid provides instructions for completing this step: http://ncchildcare.nc.gov/PDF_forms/NCFast_Provider_Job_Aid-CreatingandLinkingyourNCID.pdf
- After being linked by the county, enroll through the Provider Portal
 - ◇ Log into the Provider Portal here: <http://ProviderPortal.nc.gov>
 - ◇ After login, review the job aids and training videos available under Useful Links
- After receiving a Unique Provider Location ID from FIS Merchant Services, set up direct deposit
 - ◇ This job aid provides instructions for completing this step: http://ncchildcare.nc.gov/PDF_forms/NCFast_ProviderJobAid-SettingUpyourDirectDeposit.pdf
- Join the Provider E-mail List
 - ◇ This job aid provides instructions for completing this step: http://ncchildcare.nc.gov/PDF_forms/NCFast_Provider_Job_Aid_Joining_the_Provider_E-mail_List.pdf

*If a provider is new to SCCA, s/he would complete these same steps.

Shifted Schedule / Remaining Actions for Providers

The shifted schedule for Provider Portal vouchers and attendance will allow for a number of improvements to be made to the Provider Portal. Also, it will allow for smaller groups of providers to begin using the Provider Portal each month, making it possible to provide more focused outreach and support for each group.

Providers serving Pilot Counties will continue to submit attendance through the Provider Portal each month as they did in April and May 2017. The remaining providers are being divided into four groups (A, B, C, and D) based on the county(ies) they **serve** as well as the Resource and Referral Agency by which they are represented. The providers will begin using the Provider Portal to accept vouchers and submit attendance according to the map and table on the following page.

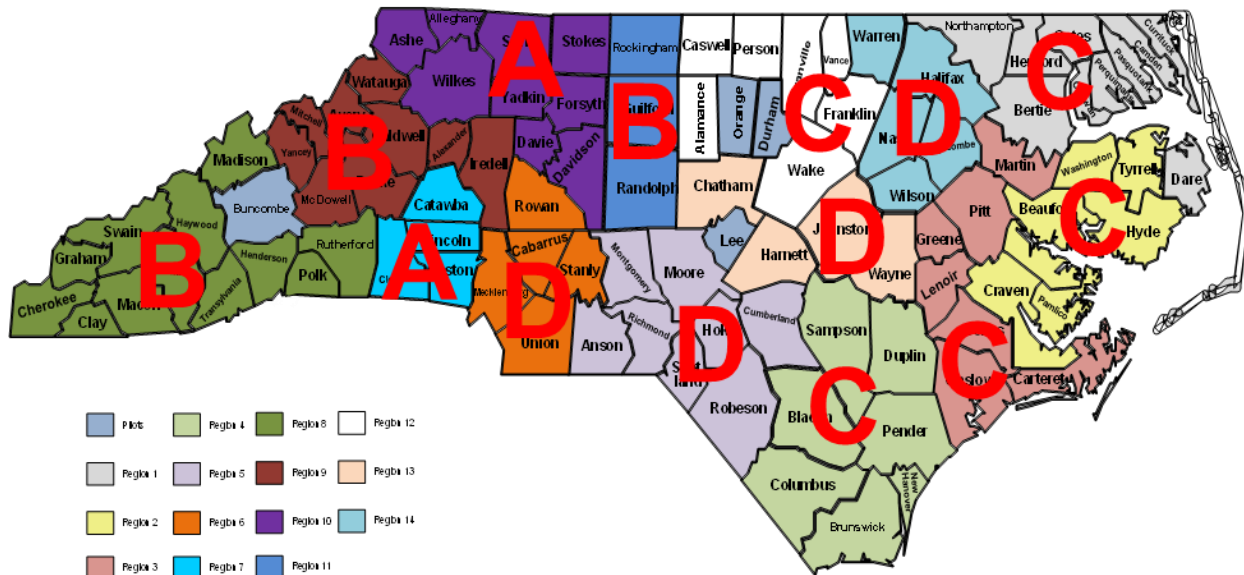
Outreach by Subsidy Partners

Subsidy Partners may help with outreach to providers by doing the following things:

- Communicate the information above to providers (NC FAST will offer a template letter to Subsidy Partners for this)
- Suggest providers be attentive to all phone calls from their county, DCDEE, NC FAST, and the Provider Help Desk
- Encourage providers to reach out if they need help, either to their county or the Provider Help Desk (919-813-5460)
- Emphasize the importance of accepting their vouchers and submitting their attendance roster each month
 - ◇ To be paid each month, **providers must submit their roster by the close of the Provider Portal on the 5th**

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Here are the map and table for the shifted implementation schedule for Provider Portal vouchers and attendance



Begin using Provider Portal for vouchers and attendance

	Accept vouchers and record attendance	First attendance roster due	Receive first payment	Providers serving these counties	Resource and Referral Agency Regions
Group A	June 2017	July 5th, 9:00 PM	Mid-July 2017	Alleghany, Ashe, Catawba, Cleveland, Davidson, Davie, Forsyth, Gaston, Lincoln, Stokes, Surry, Wilkes, Yadkin	7, 10
Group B	July 2017	August 5th, 9:00 PM	Mid-August 2017	Alexander, Avery, Burke, Caldwell, Cherokee, Clay, Graham, Guilford, Haywood, Henderson, Iredell, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Randolph, Rockingham, Rutherford, Swain, Transylvania, Watauga, Yancey	8, 9, 11
Group C	August 2017	September 5th, 9:00 PM	Mid-September 2017	Alamance, Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Caswell, Chowan, Columbus, Craven, Currituck, Dare, Duplin, Franklin, Gates, Granville, Greene, Hertford, Hyde, Jones, Lenoir, Martin, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Person, Pitt, Sampson, Tyrrell, Vance, Wake, Washington	1, 2, 3, 4, 12
Group D	November 2017	December 5th, 9:00 PM	Mid-December 2017	Anson, Cabarrus, Chatham, Cumberland, Edgecombe, Halifax, Harnett, Hoke, Johnston, Mecklenburg, Montgomery, Moore, Nash, Richmond, Robeson, Rowan, Scotland, Stanly, Union, Warren, Wayne, Wilson	5, 6, 13, 14

Provider Portal Talking Points for Subsidy Partners

Here are a few images of the screens that providers will be using in the Provider Portal to accept or reject vouchers

Vouchers

On the Vouchers screen (shown in the top image below), providers will see a list of their vouchers, including voucher number, responsible adult, child, dates, status, and action. For vouchers that are pending action, the provider will click on the Accept/Reject link (shown in the red box) to access a voucher action pop-up screen (shown in the bottom image below). Providers will continue this process for all vouchers displayed on the voucher page.

The top screenshot shows the 'Vouchers - Family Home Care' screen in the NC FAST Provider Portal. The page title is 'Vouchers - Family Home Care' and the user is 'Welcome, Sarah Green'. The left sidebar has a 'Vouchers' link highlighted in red. The main content area shows a table of vouchers with the following data:

Voucher Number	Responsible Adult/Parent Name	Child Name	From Date	To Date	Status	Voucher Action
110008324	Trudy Radison	Tecy Radison	8/7/2016	8/31/2017	Pending Provider Signature	Accept/Reject
110007820	Jack test	Jack Test	8/1/2016	8/31/2017	Pending Parent Signature	View

The bottom screenshot shows a pop-up window for 'Voucher - 110008324'. The window contains the following information:

Child Name: Tecy Radison Parent Name: Trudy Radison
 Date Of Birth: 8/7/2014 Gender: Female
 From Date: 8/7/2016 To Date: 8/31/2017
 Type Of Care: 50 Percent Issued Date: 8/7/2016
 Signed By: Status: Pending Provider Signature

Shift Varies : Not to Exceed One through 17 hours per week

Care Hour Details

Monday:	To	Tuesday:	To
Wednesday:	To	Thursday:	To
Friday:	To	Saturday:	To
Sunday:	To		

At the bottom of the pop-up window, there are four buttons: 'Print ...', 'Accept...', 'Reject...', and 'Close'. The 'Accept...' and 'Reject...' buttons are highlighted with a red box.

Provider Portal Talking Points for Subsidy Partners

Here are a few images of the screens that providers will be using in the Provider Portal to submit attendance

Attendance and Rosters

To record attendance, Providers will access the Rosters screen (shown in the top image below) and click the link to view the roster for that month, activating a pop-up showing the children for which attendance needs to be recorded (shown in the middle image below). The Provider will choose to record attendance for a certain child activating a Record Attendance pop-up (shown in the bottom image below). The provider will use a pull-down menu to complete attendance for each day. For absence days, the provider will use a second pulldown menu to select the absence reason. The provider will then check the Responsible Adult Verified box and click the Save button to exit the pop-up. (Providers will verify attendance with parents outside of the system.)

The screenshots illustrate the process of recording attendance in the NC FAST Provider Portal. The top screenshot shows the Rosters screen with a table of rosters. The middle screenshot shows the details for a specific roster, including a table of children and their attendance status. The bottom screenshot shows the Record Attendance pop-up for a specific child, where the provider can select the attendance status for each day and verify the responsible adult.

Hyperlinks to view and submit a roster for a given month
(After recording attendance for each child, submit the full roster)

Hyperlinks to record attendance for a given child

Checkbox to indicate parent has validated attendance

Pulldown menu to record attendance for a child for a specific day

Roster Number	Roster Month-Year	Submission Date	Due Date	Status	Roster Action
45376457-201608	August-2016		8/31/2016	Open	Submit... View

Child Name	Responsible Adult	Period	Approval Required	Status	Attendance Action
Super Child	Super Man	8/1/2016 - 8/31/2016	No	Open	Record... Submit...
Super Child	Abc Parent	8/1/2016 - 8/31/2016	No	Open	Record... Submit...
Test Child1	Test Parent	8/1/2016 - 8/31/2016	No	Open	Record... Submit...
Daniel Craig	Dan Craig	8/3/2016 - 8/31/2016	No	Open	Record... Submit...

Date	Attendance	Absence Reason
8/7/2016	Not Scheduled	
8/8/2016	Present	
8/9/2016	Present	
8/10/2016	Present	
8/11/2016	Present	
8/12/2016	Present	

Reminders for Successful Attendance Entry, Roster Submission, and Receipt of Payment

Reminders

- Providers should review their approval notices to ensure the rates are what they expected. Providers should not wait until a payment is received to review their rates.
- It is important that providers accept their vouchers and submit complete attendance rosters on time each month.
- Providers must submit their complete attendance roster by the time the Provider Portal closes on the 5th day of the month. It is important that providers remember that after they have completed attendance for each child, they must **submit the entire roster with all the children's attendance**. This is a step that is frequently missed that will cause a provider's payment to be delayed.
- Providers should be encouraged to follow all the steps in the SCCA – Submitting Rosters for Providers Job Aid, which is available for their reference in the Provider Portal (after login).
- Providers should report any issues they are encountering with accepting vouchers and submitting attendance to the Provider Help Desk (PHD) immediately. The number for the PHD is **919-813-5460**. A delay in reporting an issue may result in a resolution not being complete by the roster submission deadline and subsequently could delay payment.
- Providers should be encouraged to review the Checklist for Submitting Attendance, which is found in the Provider Portal (after login) under Job Aids.

For additional informational materials, please visit the DCDEE website's NC FAST page: http://ncchildcare.nc.gov/general/mb_NCFast.asp.